

**DEPARTMENT OF SOCIAL SERVICES  
JOB OPPORTUNITIES  
CONNECTICUT CAREER TRAINEE (ELIGIBILITY SERVICES WORKER)**

**Posted:** January 27, 2014

**Closing Date:**

**January 31, 2014**

**PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!**

The Department of Social Services is seeking college graduates who have a strong desire to work in the challenging field of **ELIGIBILITY SERVICES** in our Norwich, Willimantic, Middletown and Manchester office locations. The work environment is diverse, technical, complex, fast paced and demands teamwork, reliability, accuracy and precise attention to detail. Qualified candidates will be responsible for conducting client interviews and responding to telephone, in person and e-mail inquiries regarding DSS case issues and programs.

**Responses to this posting will be used to fill vacancies for these locations through June, 2014**

**Open To:** *The Public – Applicants must provide proof that they have a Bachelor's degree or above prior to appointment to these opportunities.*

**Location:** Norwich, Willimantic, Middletown and Manchester Offices

**Job Posting No:** CCTEAST-SPR14

**Work Schedule:** Monday thru Friday: 8:00am – 4:30pm or 8:30am – 5:00pm

**Salary Range:** Bachelor's Degree: SH15 Step 1 \$41,728 Annually  
Master's Degree: SH15 Step 2 \$43,237 Annually

Target Classification (after one year served as CCT from date of hire):  
Eligibility Services Worker (SH19): \$50,624 Annually

**Essential Duties and Responsibilities:**

- Conduct face to face interviews with clients to elicit information and identify their need for public assistance programs and services,
- Process case work initiated by interview,
- Analyze financial, employment, family and personal information to determine eligibility for aid programs,
- Provide clients with complete and accurate details regarding program regulations, rules and policies,
- Utilize computer databases to retrieve, review, process and organize client data and applications for benefits.

**Minimum Qualifications Required**

**Knowledge, Skill and Ability:**

- Applicants must have a Bachelor's degree or above to qualify for appointment. Prior work experience in human services or social services areas helpful.
- Applicants must demonstrate that they have the ability to acquire the knowledge and skills to become an Eligibility Worker; are able to understand, evaluate and solve problems by exercising good judgment and reasoning; and demonstrate the ability to read, analyze, interpret and understand written material.
- Successful applicants must demonstrate that they have excellent customer service skills, are able to communicate information clearly, effectively, and efficiently on the telephone and in writing, and can troubleshoot case issues expressed during the calls.
- This unit requires applicants who are reliable, have excellent time management skills and are able to handle sensitive situations with diplomacy and tact. Applicants must also demonstrate the ability to build strong working relationships with their managers, supervisors and coworkers.

- Proficiency in the use of Microsoft Office products including Office, Excel, Access, and PowerPoint is preferred. An understanding of basic mathematical computations is necessary and will be used on a daily basis.
- The CCT's will be continuously evaluated on their progress during the yearlong training period. Trainees must demonstrate that they have successfully completed all areas of instruction and have mastered the necessary knowledge and skills to advance to the Eligibility Services Worker target classification.

***Note: The filling of this position will be in accordance with State reemployment/SEBAC, transfer, promotion, and merit employment rules.***

**Application Instructions:**

If this opportunity interests you and you meet the qualifications noted above, please download a State of Connecticut Application for Examination or Employment (CT-HR-12) from the State of Connecticut's Department of Administrative Services' Website: [www.das.state.ct.us/exam/default.asp#APPLICATION](http://www.das.state.ct.us/exam/default.asp#APPLICATION) and **MAIL a cover letter, a completed application with a copy of your degree(s) or official transcript and three(3) supervisory references to:**

**Sandra Washington, Principal Human Resources Specialist  
Department of Social Services  
Human Resources Division  
401 West Thames Street – Unit #102  
Norwich, CT 06360**

**APPLICATIONS MUST BE RECEIVED BY FRIDAY, JANUARY 31, 2014, CLOSE OF BUSINESS**

**Late or incomplete applications will not be considered. Please indicate desired office location(s) on your cover letter.**

**An Equal Opportunity / Affirmative Action Employer**

**The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.**